AMENDMENTS TO THE CLAIMS

1. (Currently Amended) A method for eliminating an unnecessary dispatch of a service technician, comprising:

receiving a service order generated from a service request sent by a source;

determining whether the service order requires a dispatch of a service technician;

if the service order requires a dispatch of a service technician, then generating a dispatch order for the dispatch and placing the dispatch order in a queue for execution;

selecting a set of predefined criteria for determining whether the service order is likely to cause an unnecessary dispatch based on the source of the service request associated with the service order;

after generating a dispatch order for the dispatch and placing the dispatch order in a queue for execution, then determining whether the service order meets a set the set of predefined criteria that indicates the service order is likely to cause an unnecessary dispatch;

if the service order meets the set of predefined criteria, then determining whether the dispatch is unnecessary;

if the dispatch is unnecessary, then determining whether the dispatch of a service technician associated with the dispatch order in the queue is scheduled to occur within a predetermined time period; and

if the dispatch is scheduled to occur within the predetermined time period, then placing the dispatch order in the queue on hold.

2. (Currently Amended) The method of Claim 1, wherein ~~determining whether the service order meets a set of predefined criteria comprises:~~

~~determining whether the service order was initiated by a competitive~~ the source is a local exchange carrier.

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3. (Previously Presented) The method of Claim 1, wherein determining whether the service order meets a set of predefined criteria comprises:

determining whether the service order includes an override code requiring dispatch of a service technician regardless of a dispatch determination by a work management center.

4. (Previously Presented) The method of Claim 1, wherein determining whether the service order meets a set of predefined criteria comprises:

determining whether the service order is related to a second pending service order.

5. (Original) The method of Claim 1, wherein determining whether the service order meets a set of predefined criteria comprises:

determining whether the service order includes an assignment of facilities.

6. (Original) The method of Claim 5, wherein determining whether the service order indicates that a dispatch is unnecessary comprises:

determining whether the assignment of facilities uses the same facilities that were previously assigned to a location associated with the service order.

7. (Previously Presented) The method of Claim 1, further comprising:

correcting the service order so the dispatch associated with the service order is canceled.

8. (Canceled)

9. (Previously Presented) The method of Claim 1, wherein determining whether the dispatch is unnecessary comprises:

in response to receiving a query based upon selected ones of the predefined criteria, searching a database of pending service orders that indicate a dispatch is required to locate service orders that meet the selected predefined criteria; and

providing the service orders that meet the selected predefined criteria.

10. (Original) The method of Claim 1, wherein determining whether the dispatch is unnecessary comprises:

periodically generating a report based upon selected ones of the predefined criteria that includes all service orders that meet the selected predefined criteria.

11. (Currently Amended) A system for eliminating unnecessary dispatches, comprising:

a service order control system operative to:

receive service requests from a source; and

generate a service order based on one of the service requests from the source;

a work management center operative to:

receive the service order from the service order control system,

determine whether the service order requires a dispatch of a service technician; and

if the service order requires a dispatch, generate a dispatch order corresponding to the service order for the dispatch and place the dispatch order in a queue for execution; and

a trap service order system operative to:

receive a duplicate of the service order from the service control system;

after the work management center places the dispatch order in a queue for execution, determine whether the service order requires a dispatch of a service technician;

select a set of predefined criteria for determining whether the
service order is likely to cause an unnecessary dispatch based on the source of the service
request associated with the service order;

if the service order requires a dispatch, determine whether the
service order meets a-set the set of predefined criteria that indicates the service order is
likely to cause an unnecessary dispatch;

if the service order meets the set of predefined criteria, then further
examine the service order to determine whether the dispatch is unnecessary;

if the dispatch is unnecessary, then determine whether the dispatch
of a service technician associated with the dispatch order in the queue is scheduled to
occur within a predetermined time period; and

if the dispatch is scheduled to occur within the predetermined
time period, then communicate with the work management center to place the dispatch
order on hold.

12. (Canceled)

13. (Original) The system of Claim 11, further comprising a loop facility
assignment control system for receiving the service order and for assigning facilities for
the service order, wherein if the trap service order system determines that the dispatch is
unnecessary, then the trap service order system communicates with the loop facility
assignment control system to update a database in the loop facility assignment control
system.

14. (Previously Presented) The system of Claim 11, wherein if the trap service
order system determines that the dispatch is unnecessary, then the trap service order
system communicates with the service order control system to update a database in the
service order control system.

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15. (Original) The system of Claim 14, wherein the service order control system generates a corrected service order which cancels the dispatch, in response to the database update.

16. (Original) The system of Claim 11, wherein the trap service order system is operative to identify all service orders that require a dispatch and that meet a set of predefined criteria.

17. (Previously Presented) A method for eliminating an unnecessary dispatch of a service technician, comprising:

receiving a service order including facilities assignments for the service order;

after receiving the service order including facilities assignments for the service order, determining whether the service order requires a dispatch of a service technician;

if the service order requires a dispatch of a service technician, then determining whether the service order meets a set of predefined criteria that indicates a likelihood of an unnecessary dispatch by examining selected sections of the service order;

if the service order meets the set of predefined criteria, then determining whether the dispatch is unnecessary; and

if the dispatch is unnecessary, then eliminating the dispatch by correcting the service order.

18. (Original) The method of Claim 17, wherein the set of predefined criteria is selected based upon an analysis of past dispatches.

19. (Previously Presented) The method of Claim 17, wherein the set of predefined criteria includes determining whether the service order is a new install or reinstall/reconnect.

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20. (Previously Presented) The method of Claim 17, wherein correcting the service order comprises updating a database associated with a service order control system.

21. (Previously Presented) The method of Claim 1, wherein the service order is for a new install.

22. (Previously Presented) The method of Claim 1, wherein the service order is for a reinstall/reconnect.

23. (Previously Presented) The method of Claim 1, further comprising:

generating a corrected service order;

determining whether the corrected service order corresponds to the dispatch order; and

if the corrected service order corresponds to the dispatch order, then canceling the dispatch order.

24. (Previously Presented) The system of Claim 11, wherein the service order is for a new install.

25. (Previously Presented) The system of Claim 11, wherein the service order is for a reinstall/reconnect.

26. (Canceled)

27. (Previously Presented) The system of Claim 11, wherein the service order control system generates a corrected service order and wherein the work management center determines whether the corrected service order corresponds to the dispatch order

and if the corrected service order corresponds to the dispatch order, then the work management center cancels the dispatch order.

28. (Previously Presented) The method of Claim 17, wherein the service order is for a new install.

29. (Previously Presented) The method of Claim 17, wherein the service order is for a reinstall/reconnect.

30. (Currently Amended) A method for eliminating an unnecessary dispatch of a service technician, comprising:

receiving a service order at a work management center, wherein the service order is generated from a service request sent by a source;

determining, at the work management center, whether the service order requires a dispatch of a service technician;

if the service order requires a dispatch of a service technician, then generating a dispatch order corresponding to the service order for the dispatch of a service technician and placing the dispatch order in a queue for execution;

receiving a duplicate of the service order at a trap service order system;

after the dispatch order is placed in the queue for execution, then determining, at the trap service order system, whether the service order requires a dispatch of a service technician;

selecting a set of predefined criteria for determining whether the service order is likely to cause an unnecessary dispatch based on the source of the service request associated with the service order;

if the service order requires a dispatch of a service technician, then determining, at the trap service order system, whether the service order meets a set the set of predefined criteria that indicates a likelihood of an unnecessary dispatch by examining selected sections of the service order;

if the service order meets the set of predefined criteria, then determining, at the trap service order system, whether the dispatch is unnecessary;

if the dispatch is unnecessary, then determining, at the trap service order system, whether the dispatch of a service technician associated with the dispatch order in the queue is scheduled to occur within a predetermined time period;

if the dispatch is scheduled to occur within the predetermined time period, then: placing the dispatch order in the queue on hold;

generating a corrected service order;

determining whether the corrected service order corresponds to the dispatch order generated in response to the service order; and

if the corrected service order corresponds to the dispatch order, then canceling the dispatch order.

31. (Currently Amended) A system for eliminating unnecessary dispatches, comprising:

a service order control system operative to:

receive service requests from a source;

generate a service order based on one of the service requests from the source; and

generate a corrected service order in response to a communication from a trap service order system;

a work management center operative to:

receive the service order from the service order control system;

determine whether the service order requires a dispatch of a service technician;

if the service order requires a dispatch of a service technician, then generate a dispatch order for the dispatch and place the dispatch order in a queue for execution;

receive the corrected service order from the service order

control system;

determine whether the corrected service order

corresponds to the dispatch order; and

if the corrected service order corresponds to the dispatch order,

then cancel the dispatch order; and

the trap service order system operative to:

receive a duplicate of the service order from the service control

system;

after the work management center places the dispatch order in the

queue for execution, determine whether the service order requires a dispatch of a service

technician;

select a set of predefined criteria for determining whether the

service order is likely to cause an unnecessary dispatch based on the source of the service

request associated with the service order;

if the service order requires the dispatch of a service technician,

then compare a service order type and information in a selected field of the service order

with a-set the set of predefined criteria that indicates the service order is likely to cause an

unnecessary dispatch;

if the service order type and information in the selected field f the

of the service order meet the set of predefined criteria, then further examine the service

order to determine whether the dispatch is unnecessary;

if the dispatch is unnecessary, then determine whether the dispatch

of a service technician associated with the dispatch order in the queue is scheduled to

occur within a predetermined time period; and

if the dispatch is scheduled to occur within the predetermined

time period, then communicate with the work management center to place the dispatch

order on hold and communicate with the service order control system to generate the

corrected service order.